

Chapter 4: Creating a sample application

This chapter provides you with step-by-step instructions to create a sample application that you can load and run. In working through this chapter, you will acquire knowledge and experience that will help you to design and build your own applications. The chapter takes you through the following steps:

- Designing the application call-flow
- Selecting prompts
- Opening the Application Editor
- Creating the application file
- Creating and naming the cells
- Customizing the cells
- Saving and naming the application
- Printing the application
- Reviewing the application
- Testing the application
- Executing the application
- Editing the application

Chapter 3 presents all the rules for building applications; however, this chapter explains only the rules needed for constructing the sample application presented here.

Note: This chapter shows you how to create applications using only the Application Editor.

Designing the application

The sample application has already been designed for you. This application, called “Leavemsg”, allows a caller to leave a message that is saved in a desired mailbox.

This example covers only the most basic functions needed by a message-gathering application. It does not provide for responding to unexpected results. Once you have followed the directions in this chapter to gain some experience with creating applications, you can use this sample application as a starting point to create other, more complex applications. You can also enhance this application so that it offers options on error conditions such as when a message cannot be recorded or sent, rather than the current state where the application hangs up the call when an error occurs.

Application specifics

The application is designed to do the following things:

- 1 Answer the call.
- 2 Prompt the caller to leave a message at the tone, and terminate the recording by pressing the # (pound) key.
- 3 Record the caller’s message.
- 4 Prompt the caller to choose one of three options: save, review, or delete the message.
- 5 If the caller chooses the save option, the application does the following:
 - a Deposits the caller’s message in the destination mailbox.
 - b Plays a prompt to inform the caller that the message has been delivered.
 - c Removes the message from the application mailbox.
 - d Terminates the call once the prompt (“Thank you. Good-bye”) is played.

- 6 If the caller chooses the review option, the application does the following:
 - a Plays back the recorded message to the caller.
 - b Allows the caller to re-record the message or continue, after playing back the message.
 - c Returns the caller to step 3 if the caller decides to re-record the message.
 - d Returns the caller to step 4, if the caller decides to continue, giving them the option to save, review, or delete the message.
- 7 If the caller chooses the delete option, the application does the following:
 - a Deletes the recorded message.
 - b Allows the caller to re-record the message or exit after deleting the message.
 - c Returns the caller to step 3 if they decide to re-record the message.
 - d Terminates the call after it plays the prompt (“Thank you. Good-bye”) if the caller decides to exit.

Figure 4-1 illustrates the basic call-flow for the Leavemsg application.

Figure 4-1
Basic call-flow for Leavemsg application

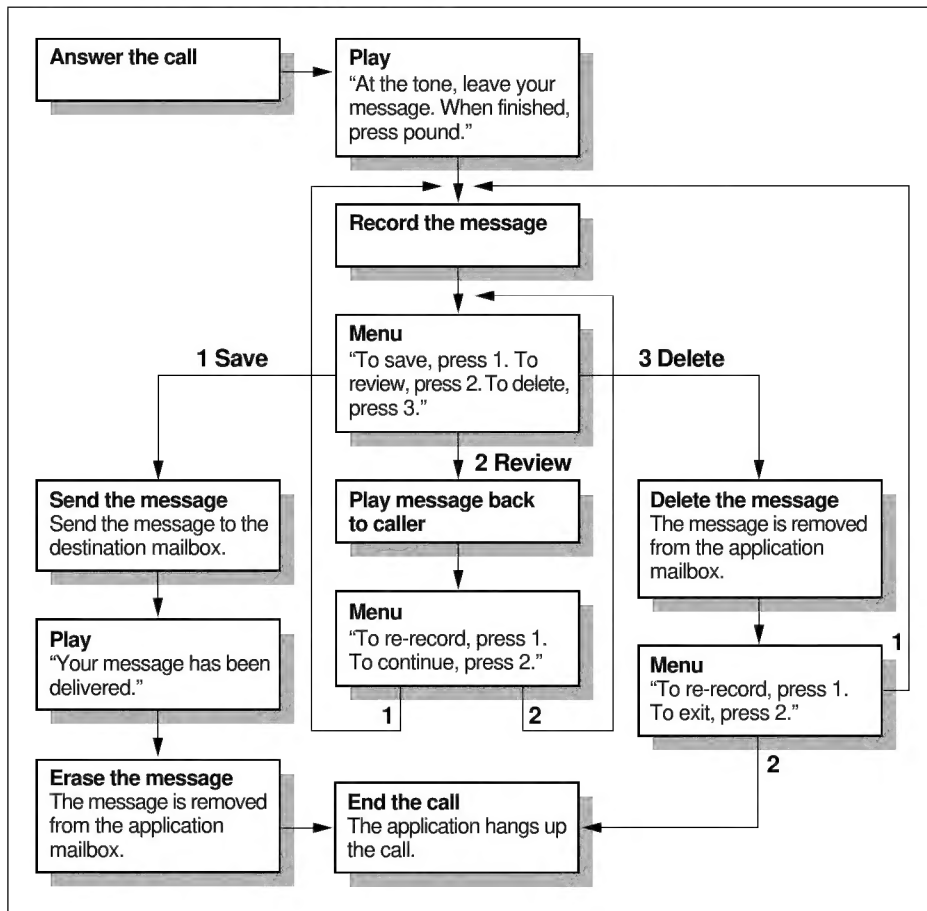
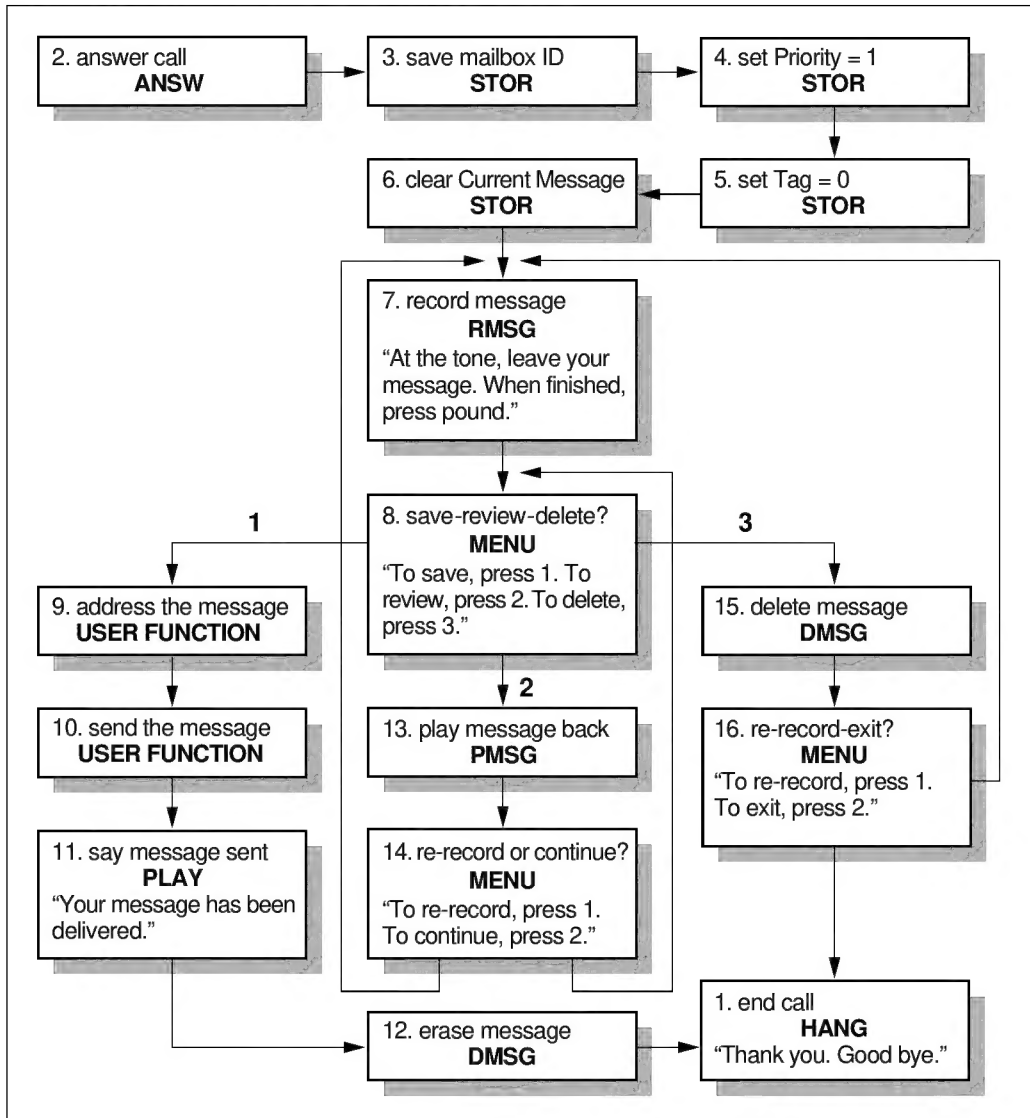


Figure 4-2 converts the basic call-flow into a detailed Meridian IVR call-flow by adding all the main cells and all the prerequisite cells (that is, the STOR cells).

Figure 4-2
Meridian IVR call-flow for Leavemsg application



Call flow for Leavemsg

Figure 4-2 shows the call-flow for the Leavemsg application. You can also go to Figure 4-9 to see what the application looks like when it is finished. Follow this cell-by-cell explanation. Before the first cell in the application is executed, the dialed numbers Direct Inward Dial (DID) digits are received and stored in the DIGITS buffer.

Cell 1

The application plays “Thank you. Good-bye,” then hangs up the call.

Note: Cell 1 is the HANG cell; however, it appears at the end of the call-flow rather than at the beginning so that any unconnected cell branches terminate here when you save the application, rather than at the ANSW cell.

Cell 2

The application answers the call.

Cell 3

The application takes the digits that are in the DIGITS buffer (that is, the number that was called) and copies the digits to the MAILBOX ID buffer. These digits are used to identify the mailbox that stores the message.

Cell 4

The application prioritizes the message for the ACCESS API in the User function. For this application, the priority specified as one means that the message has normal delivery.

Cell 5

The application tags the message for the ACCESS API in the User function. For this application, the tag is set to zero which means no special tags accompany the message.

Cell 6

The application clears the current message stored in the buffer.

Cell 7

The caller hears a prompt that says, “At the tone, leave your message. When finished, press pound.” The caller records a message, then presses the # (pound) key on the telephone to end the recording.

Cell 8

The caller hears the menu: “To save, press 1. To review, press 2. To delete, press 3.” The caller presses a digit to make a menu selection. The application branches to Cell 9, Cell 13, or Cell 15 depending on the menu selection.

Option 1: Save the message**Cell 9**

The application addresses the message to the designated mailbox.

Cell 10

The application sends the message to the appropriate mailbox.

Cell 11

The caller hears a prompt that says, “Your message has been delivered.”

Cell 12

The application erases the current message after it has been sent. The application then ends the call.

Option 2: Review the message**Cell 13**

The application plays the message back to the caller.

Cell 14

The application plays another menu. The choices are, “To re-record, press 1. To continue, press 2.” For the re-record option, the application returns to cell 7. For the continue option, the application returns to cell 8.

Option 3: Delete the message**Cell 15**

The application deletes the message.

Cell 16

The caller is presented with a menu: “To re-record, press 1. To exit, press 2.” The application branches to Cell 7 to re-record, or to Cell 1 to exit.

Selecting prompts

Prompts are integral to your applications. They are the means by which you provide your callers with information and guide them through the steps they should perform, such as making a selection from a menu or leaving a message in a mailbox. Meridian IVR has standard prompts, listed in Appendix A, that are commonly used in applications. You do not have to record any prompts because Leavemsg uses only the following standard prompts:

- 32 “pound”
- 55 “Thank you. Good-bye.”
- 59 “At the tone, leave your message. When finished, press...”
- 60 “Your message has been delivered.”
- 66 “To save, press 1. To review, press 2. To delete, press 3.”
- 67 “To re-record, press 1. To continue, press 2.”

Application Editor

You are now ready to open the Application Editor and either create a new application or work on an existing application.

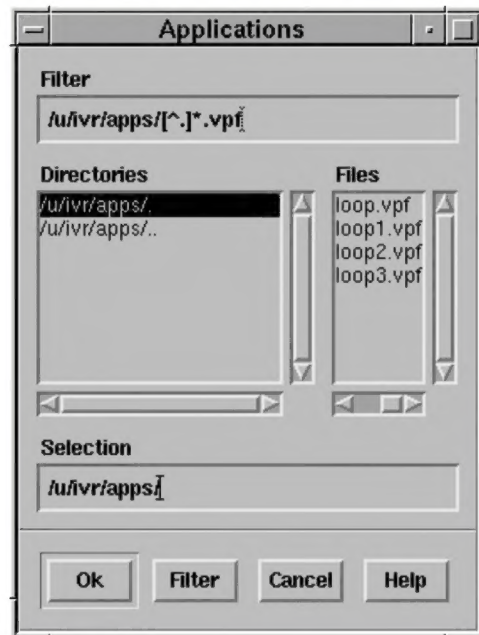
Note: You will be developing your applications in the default directory */u/ivr/apps*. Although it is not necessary, you can create a directory specifically for developing applications. Refer to the *Meridian IVR System Administration Guide* (NTP 555-9001-300) for instructions. Keep in mind that if you create a development directory, you must always either move or copy your application to the default directory (you may consider this unnecessary work).

Procedure 4-1 Opening an existing application

- 1 Click on File with the left mouse button.
The File pull-down menu appears.
- 2 Click on Open with the left mouse button.
The Application Browser similar to that shown in Figure 4-3 appears.

- 3 Select the directory you are using for developing applications from the directories scroll area on the Application Browser by clicking in the directory scroll area with the left mouse button (the default directory is `/u/ivr/apps`).
- 4 If the desired file is not in the default directory, click on the Filter button of the Application Browser with the left mouse button.
The list of files for this directory appears in the Files scroll area shown in Figure 4-3.
- 5 Select the desired file.
The application name appears in the Selection field of the Application Browser.
- 6 Click on OK with the left mouse button.
The application appears in the drawing board under the Current Application.

Figure 4-3
Select an application directory screen



Creating new application files

The application is stored on the application processor as a file. You can name the application which you are going to develop now or when you are finished.

Procedure 4-2

Creating a new application file

- 1 Click on the File menu with the left mouse button.
The File pull-down menu appears.
- 2 Click on "Save As" with the left mouse button.
The Application Browser appears.
- 3 Enter the new file name, "Leavemsg," in the Selection field of the Application Browser.
- 4 Make sure you are in the right directory and click on the name with the left mouse button.
The name appears in the Selection field.
- 5 Click on OK with the left mouse button.
- 6 If you want to overwrite the existing application file name, press YES.
If you want to give the application a new file name, press NO and type in a new application file name.
The new file name appears in the Files scroll area of the Application Browser and the Current Application field of the Application Editor window.

Editing the default cell

Once you have created a file, you can edit the values on the Default Cell screen which, in general, is used for the following purposes:

- to establish default values for some of the parameters in cells throughout the application

Note: The Default Cell screen is not actually a cell; it performs functions that affect the cells of the application.

- to make changes to the Default Cell parameters (double-click on the START cell)

For our sample application, you do not need to change the default values for parameters.

Creating and naming cells

The next step is to create all of the cells in the application and assign a name to each one. The cells used in the Leavemsg application are listed in Table 4-1. The next three procedures show you how to create and rename the first three cells in your application.

Note: When you are naming cells, make sure that each cell has a unique name. The Application Editor assigns a number for each cell you create. You can see the cell number in the Application Editor, when you print the application, or through the “dappl” utility. Refer to the *Meridian IVR Maintenance and Diagnostics Guide* (555-9001-500) for more information on this utility. The reports and debugging tools reference the cell number rather than the name.

Table 4-1
Cells in the leavemsg application

Cell number	Cell type	Cell description	Name
Cell 1	HANG	Hang up the call.	end call
Cell 2	ANSW	Answer call.	answer call
Cell 3	STOR	Store.	save MAILBOX ID
Cell 4	STOR	Store priority for first User function.	set PRIORITY=1
Cell 5	STOR	Set tag for second User function.	set TAG= 0
Cell 6	STOR	Clears the current message.	clear CURRENT MESSAGE
Cell 7	RMSG	Record message.	record message
Cell 8	MENU	Play menu and get data.	save-review-delete?
Cell 9	USER (Predefined “access” user function)	User function which addresses message to appropriate mailbox.	address the message

Table 4-1
Cells in the leavemsg application (continued)

Cell 10	USER (Predefined "access" user function)	User function which sends the message to the appropriate mailbox.	send the message
Cell 11	PLAY	Play prompts.	say message sent
Cell 12	DMSG	Delete message.	erase message
Cell 13	PMSG	Play message.	play message back
Cell 14	MENU	Play menu and get data.	re-record or continue?
Cell 15	DMSG	Delete message.	delete message
Cell 16	MENU	Play menu and get data.	re-record-exit?

Procedure 4-3
Creating and naming the HANG cell

- 1** Click on the HANG cell in the cell palette with the left mouse button.
- 2** Click beside the START cell in the drawing board with the middle mouse button.

The HANG cell appears in the drawing board of the Application Editor window .

Note: Place the HANG cell beside the START cell, rather than within the direct path of the call-flow. Although it is the first cell, you move it to the end to follow the natural progression of the application. (All calls end by hanging up; therefore, the application is tidier if the HANG cell appears as the last cell in the call-flow). Double-click on the HANG cell with the left mouse button.

- 3** Double-click on the HANG cell with the left mouse button to access the parameters window as shown in Figure 4-4.

Figure 4-4
HANG cell parameters

HANG Parameters

Cell #2 **HANG** Hang up

 end call

Comments

Call Audit Enabled? ☒ Yes ☐ No

Call Audit Information DIGITS

Prompts

Number of Prompts 0

1.

2.

3.

4.

5.

Apply Cancel Help

- 4 Enter the words “end call” in the first field in the HANG cell parameter window to name the cell.
- 5 Click on Apply with the left mouse button to confirm your entry.
The cell name “end call” appears in the first field.
- 6 Once you have created all of the other cells, move the HANG cell to the end of the application before connecting the cells.

Procedure 4-4
Creating and naming the ANSW cell

- 1 Click on the ANSW cell with the left mouse button.
- 2 Click beneath the START cell in the drawing board with the middle mouse button.

The ANSW cell appears on the Application Editor window.

- 3 Double-click on the ANSW cell with the left mouse button.

The ANSW parameters window appears as shown in Figure 4-5.

Figure 4-5
ANSW cell and parameter

ANSW Parameters

Cell #3

ANSW Answer

answer call

Comments

Call Audit Enabled? ☒ Yes ☐ No

Call Audit Information DIGITS

Apply Cancel Help

- 4 Enter **answer call** in the first field in the ANSW cell parameter window to name the cell.
- 5 Click on Apply with the left mouse button to confirm your entry.

The cell name "answer call" appears in the first field.

Procedure 4-5 Creating and naming the STOR cell

- 1 Click on the STOR cell in the cell palette with the left mouse button.
- 2 Click beneath the ANSW cell in the drawing board with the middle mouse button.

The STOR cell appears on the drawing board of the Application Editor window.

- 3 Double-click on the STOR cell with the left mouse button.

The STOR parameters window appears as shown in Figure 4-6.

Figure 4-6
STOR cell and parameter

The screenshot shows a dialog box titled "STOR Parameters". It contains the following fields and controls:

- Cell #4**: Labeled next to the "STOR Store into Buffer" icon.
- Text Field**: Contains the text "save MAILBOX ID".
- Comments**: An empty text area.
- Call Audit Enabled?**: A toggle with "Yes" selected (indicated by a checkmark) and "No" (indicated by a red diamond).
- Call Audit Information**: A dropdown menu showing "DIGITS".
- Source(Buffer/Value)**: A dropdown menu showing "0".
- Destination Buffer**: A dropdown menu showing "DIGITS".
- Buttons**: "Apply", "Cancel", and "Help" buttons at the bottom.

- 4 Enter **save MAILBOX ID** in the first field in the STOR cell parameter window to name the cell.
- 5 Click on Apply with the left mouse button to confirm your entry.

The cell name "save MAILBOX ID" appears in the first field.

Creating and naming the remaining cells

Repeat this process of choosing cell types and naming cells until you have done all of the cells in this application. Refer to Table 4-1 for a list of the cell types and the names for each. You can also refer to Figure 4-9 as it provides you with a clearer idea of how to place the cells.

Customizing cells

You now can customize all the cells which you have created. You change the values of the parameters and tables, and connect cells to meet the specific needs of this application.

Customizing the HANG cell (end call)

Parameters

This cell plays one hang-up prompt which you must list listed in the Hang-up Prompt Table. Once you add a prompt, the Number of Prompts gets updated automatically once the cell is saved.

Note: This HANG cell signals successful completion of the call. To better detect errors, we recommend that you add additional HANG cells to terminate the extra branches which various cells have (for example, Error, Invalid Input, Time-out). Each HANG cell should play a unique prompt (for example, a number), thereby providing an indication of where an error may have occurred. In this sample application, four additional HANG cells have been included. See Figure 4-9 to see where to place these additional HANG cells and where to make the appropriate connections.

Tables

The Hang-up Prompt Table has one entry: 55. (This prompt says, “Thank you. Good-bye.”)

Note: The connections to this cell occur last. Proceed with the customization of all the other cells.

Customizing the ANSW cell (answer call)

The ANSW cell type has no parameters and no tables. If you refer back to the call-flow diagram in Figure 4-2, you will see that the next cell for ANSW cell should be STOR. To connect the ANSW cell to the START cell, and the STOR cell to the ANSW cell follow these steps:

Procedure 4-6**Connecting the ANSW cell to the START cell**

- 1 Click on the connector at the bottom of the START cell with the left mouse button.

The pointer changes to a pencil cursor.

- 2 Point the pencil cursor to the connector at the top of the ANSW cell and click on the left mouse button to create the source-destination pair.

The Application Editor displays the connection lines between these two cells.

Procedure 4-7**Connecting the STOR cell to the ANSW cell**

- 1 Click on the connector at the bottom of the ANSW cell with the left mouse button.

The pointer changes to a pencil cursor.

- 2 Point the pencil cursor to the top of the STOR cell, then click on the left mouse button to create the source-destination pair.

The Application Editor displays the connection lines between these two cells.

Customizing the first STOR cell (save MAILBOX ID)

There are no tables for this cell, but you can modify the parameters, if necessary. Consider the STOR cell's two parameters:

- Source (Buffer or Value)
- Destination Buffer

The purpose of this STOR cell is to store digits from the DIGITS buffer into the MAILBOX ID buffer. The DIGITS buffer stores the number called to start the application. Therefore, the Source Buffer is the DIGITS buffer and the Destination Buffer is the MAILBOX ID buffer.

As you can see from the call-flow diagrams (see Figure 4-2 and Figure 4-9), the next cell is another STOR cell.

Procedure 4-8
Customizing the first STOR cell

- 1 Double-click on the STOR cell with the left mouse button to open its parameter window.
- 2 Select the field that says "Source (Buffer or Value)."
- 3 Enter "DIGITS" into this field, which changes the setting from the initial value "0".

You can also click on the push button to the right of this field to select a value.

The "Existing Buffers" browser, with a list of valid system buffers, appears.

- 4 Select "DIGITS" and click on Apply with the left mouse button.

The browser disappears and "DIGITS" replaces the initial value.

- 5 Select the field that says "Destination Buffer".

- 6 You need to change the setting from the initial value "DIGITS" to "MAILBOX ID". Enter "MAILBOX ID" into this field.

You can also select a value by clicking on the push button to the right of this field to get the "Existing Buffers" browser.

- 7 Move the cursor to "MAILBOX ID." Press Apply.

The browser disappears and "MAILBOX ID" replaces the initial value.

Note: You may prefer to use the browser because if you misspell a buffer name, you may have problems later on.

- 8 Click on Apply with the left mouse button.

The Application Editor saves your changes and this window disappears.

- 9 The next cell for the STOR cell is the second STOR cell (set Priority=1). Connect these two cells the same way you did for the ANSW cell.

Customizing the second STOR cell (set PRIORITY=1)**Parameters**

The Source (Buffer/Value) should be 1.

The Destination Buffer should be PRIORITY, which you must type in because it is a user-defined buffer, not a system buffer. When you enter the name ensure that the name, spelling, spacing, and capitalization are accurate.

Note: The new user-defined buffer name appears in the “Existing Buffers” browser once you have saved the cell.

Next Cell

The next cell is the STOR cell (set TAG=0).

Customizing the third STOR cell (set TAG=0)**Parameters**

The Source (Buffer/Value) should be 0.

The Destination Buffer should be TAG. You must type this in because it is a user-defined buffer, not a system buffer.

Next Cell

The next cell is the STOR cell (clear CURRENT MESSAGE).

Customizing the fourth STOR cell (clear CURRENT MESSAGE)**Parameters**

The Source (Buffer/Value) should be 0.

The Destination Buffer should be CURRENT MESSAGE. Since this is a system buffer, you can select it from the list under “Existing Buffers”. You can also type it in.

Next Cell

The next cell is the record message (RMSG) cell.

Customizing the RMSG cell

There are a few more features of the editor that you should try, for example modifying the RMSG cell.

Procedure 4-9
Modifying the RMSG cell

- 1 Double-click on the RMSG cell with the left mouse button.

The record message parameters window appears as shown in Figure 4-7:

Figure 4-7
RMSG cell



The image shows a dialog box titled "RMSG Parameters". Inside the dialog, there is a section for "Cell #5" with a sub-header "RMSG Record message". Below this, there is a text field containing "record message" and a "Comments" text area. Further down, there is a "Call Audit Enabled?" section with radio buttons for "Yes" and "No", where "Yes" is selected. Below that is a "Call Audit Information" section with a text field containing "DIGITS" and a dropdown arrow. Next is a "Max. Recording Time" section with a text field containing "60" and a dropdown arrow. Then is a "Message Length" section with a text field containing "MESSAGE LENGT" and a dropdown arrow. Below that is a "Termination Digit" section with a button labeled "DFLT". Finally, there is an "Abort Digit" section with a button labeled "DFLT". At the bottom of the dialog, there are three buttons: "Apply", "Cancel", and "Help".

As you can see on the window, this cell has many parameters. If you want, you can turn to Chapter 7, "Cell catalog," and read the descriptions of the parameters, next cells, and tables.

- 2 Click on the down arrow key to access the Prompts section.

- 3 Move the cursor to field 1 and type in 59. This is the standard prompt number which represents the phrase, "At the tone, leave your message. When finished, press..."
- 4 Click on Apply with the left mouse button.
The text "At the tone, leave your message. When finished, press..." appears automatically.
- 5 Move the cursor to field 2 and type in 32. This is the standard prompt number which represents "pound."

This next prompt tells the caller to press the termination digit. In this cell, the # key is the termination digit. No other changes are required.

Note: The Maximum Recording Time is 60 seconds and the Abort Digit, Abort Prompt, and Termination Digit are set to DFLT which indicates that they use the values set in the Default Cell.
- 6 Click on Apply with the left mouse button.
The Application Editor saves your changes and this window disappears.
- 7 Connect the Success branch from the RMSG cell to the MENU cell in the same way that you did above.

Note: Do not connect the other branches (for example, Error, Time-out, and so on) until you add the additional HANG cells.

Customizing the remaining cells

Now that you have customized three different cell types, you know how to do the same for the remaining cells.

Customizing the first MENU cell

Figure 4-8 shows the MENU cell and its parameters.

Figure 4-8
MENU cell and parameters

MENU Parameters

Cell #6 **MENU** Get menu input

save-review-delete

Comments

Call Audit Enabled? ☒ Yes ☐ No

Call Audit Information DIGITS

Valid Inputs

Invalid Input Prompt 56 That is an inval

Apply Cancel Help

Parameters

You should change the Valid Inputs to 1, 2, and 3. You can select these values by clicking on the keypad. You also need to remove the 0, which you can do by clicking on it.

Tables

There is one table, the Play Prompt Table.

- The Play Prompt Table has one entry: 66. (This prompt says, “To save, press 1. To review, press 2. To delete, press 3.”)

You must replace the prompt 0 with 66 which you can do by using the delete key or by highlighting the prompt number and text, and typing over it. Remember that the Number of Prompts is updated automatically, and the text appears beside the prompt number automatically once you click on Apply.

You do not need to change any other parameters.

Next Cells

The next cell for every error branch is the HANG cell (end call).

The next cell for menu choice 1 is the USER cell (address the message).

The next cell for menu choice 2 is the PMSG cell (play message back).

The next cell for menu choice 3 is the DMSG cell (delete message).

Customizing the first USER cell (address the message)

The purpose of this cell is to address the message.

Parameters

Type in **access** for the User Function Name.

Set the Function Code to 3.

Select Reply Codes 0 and 1.

The Input Buffers should be CURRENT MESSAGE and MAILBOX ID (in that order). These can be selected or typed in.

There are no Output Buffers.

Next Cells

The next cell for Reply Code 0 that indicates user function success is the second USER function (send the message).

The next cell for Reply Code 1 that indicates user function failure condition is the DMSG cell (erase message).

Note: For more information on the ACCESS user function, refer to Appendix B.

Customizing the second USER cell (send the message)

The purpose of this cell is to send the message to the appropriate mailbox.

Parameters

Type in **access** for the User Function Name.

Set the Function Code to 4.

Select Reply Codes 0 and 1.

The Input Buffers should be **CURRENT MESSAGE**, **PRIORITY**, and **TAG** (in that order). These can be selected or typed in.

There are no Output Buffers.

Next Cells

The next cell for Reply Code 0 is the **PLAY** cell (say message sent).

The next cell for Reply Code 1 is the **DMSG** cell (erase message).

Note: For more information on the **ACCESS** user function, refer to Appendix B.

Customizing the PLAY cell (say message sent)

Parameters

You do not need to change any of the initial values.

Tables

There is one table: the Play Prompt Table. It has one entry: 60. (This prompt says, "Your message has been delivered.")

Next Cell

The next cell for the Success branch is the **DMSG** cell (erase message).

The next cell for the Error branch is a **HANG** cell.

Customizing the first DMSG cell (erase message)

Parameters

There are no parameters.

Next Cell

The next cell for both branches is a **HANG** cell.

Customizing the PMSG cell (play message back)

Parameters

You do not need to change any of the initial values.

Next Cell

The next cell for the Success branch is the second MENU cell (re-record or continue?).

The next cell for the Error branch is a HANG cell.

Customizing the second MENU cell (re-record or continue?)**Parameters**

You should change the Valid Inputs to 1 and 2. There are two valid inputs (menu choices) for this cell. You can select these values by clicking on the keypad. You also need to remove the 0 which you can do by clicking on it. You do not need to change any of the other parameter values.

Tables

There is one table, the Play Prompt Table.

- The Play Prompt Table has one entry: 67. (This prompt says, “To re-record, press 1. To continue, press 2.”)

You do not need to change any other parameters.

Next Cell

The next cell for the Error, Invalid Input, and Time-out branches is a HANG cell.

The next cell for menu choice 1 is the RMSG cell (record message).

The next cell for menu choice 2 is the MENU cell (save-review-delete?).

Customizing the second DMSG cell (delete message)**Parameters**

There are no parameters.

Next Cells

The next cell for the Success branch is the MENU cell (re-record-exit?).

The next cell for the No Delete branch is a HANG cell.

Customizing the third MENU cell (re-record-exit?)**Parameters**

You should change the Valid Inputs to 1 and 2 because there are two valid inputs (menu choices). You can select these values by clicking on the keypad. You also need to remove the 0 by clicking on it. You do not need to change any of the other parameter values.

Tables

You need to customize the Play Prompt Table.

- The Play Prompt Table has one entry: 67. (This prompt says, “To re-record, press 1. To continue, press 2.”)

Note: Ideally, the prompt should say, “To re-record, press 1. To exit, press 2”; however, recording and storing prompts is not part of this exercise. Just use standard prompt 67.

Next Cells

The next cell for the Error, Invalid Input, and Time-out branches is a HANG cell.

The next cell for menu choice 1 is the RMSG cell (record message).

The next cell for menu choice 2 is the HANG cell (end call).

Saving, printing, and reviewing the application

Now that you have customized all the cells, you can save, print, and review your application.

Note: You need a Postscript printer to print your application.

Procedure 4-10

Saving the application

- 1 If you have already named your application, click on File with the left mouse button.

The File pull-down menu appears.

- 2 Click on Save with the left mouse button.

The Application Editor saves your application.

If you are naming your application, select “Save as” from the File menu.

The Application Browser appears.

- 3 Make sure you are in the desired directory. Type **Leavemsg** at the end of the path in the Selection field and press OK.

- 4 If you want to overwrite the existing application, click on YES with the left mouse button.

If you want to give the application a new name, click on NO with the left mouse button and type in a new application name.

The Application Editor saves your application under the name you give it.

Procedure 4-11

Printing the application

- 1 Click on File with the left mouse button.

The File pull-down menu appears.

- 2 Click on the Export to Postscript option with the left mouse button.

The Application Editor displays a pull-down menu with options to postscript either the entire application, the call-flow, or the cell contents.

(As an alternative to steps 1 and 2, you can press the <Ctrl+P> keyboard accelerator.)

- 3 Click on one of the menu options with the left mouse button .

The Application Editor generates a Postscript file (in the /u/ivr/apps directory) with the same name as your application (that is, with the .ps extension).

- 4 Move the pointer to another window running the system shell.

- 5 Change to the correct directory by typing **cd /u/ivr/apps** and press <Enter>.

- 6 At the command prompt, type **lp /u/ivr/apps/LeaveMsg.ps**.

Procedure 4-12

Reviewing the application

- 1 Click on File with the left mouse button.

The File pull-down menu appears.

- 2 Click on Open with the left mouse button.

The application directory appears.

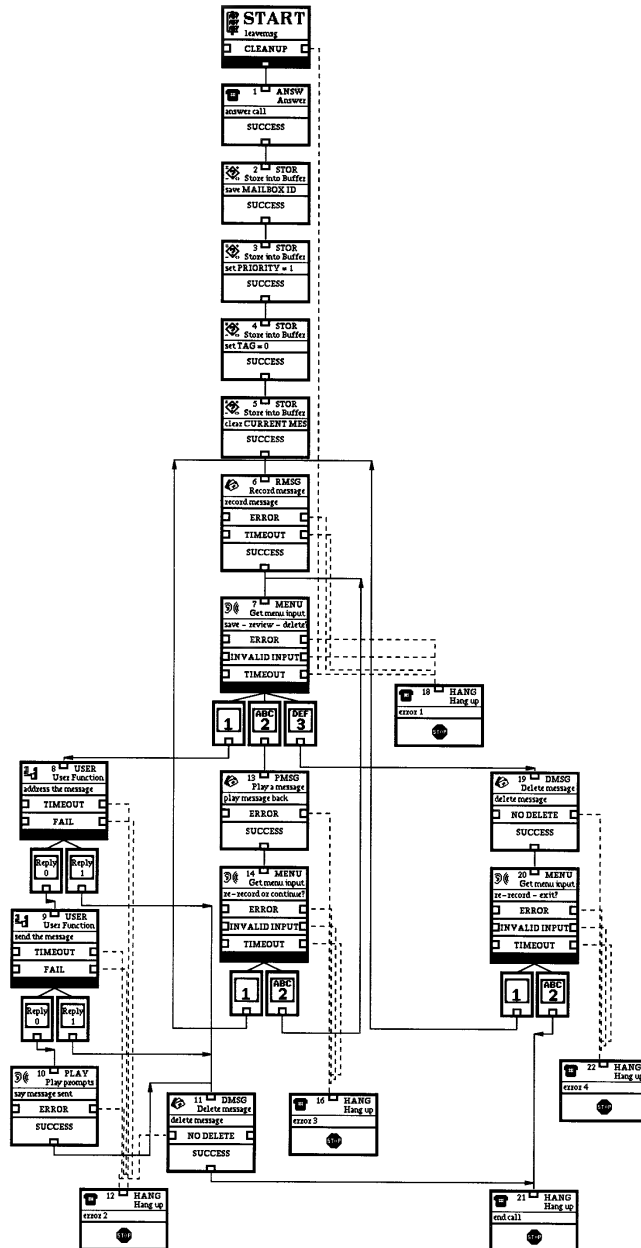
- 3 Select Leavemsg from the Files scroll area.

The name Leavemsg appears at the end of the path in the Selection field.

- 4** Click on OK with the left mouse button.

The application appears on the drawing board of the Application Editor's window, as shown in Figure 4-9.

Figure 4-9
Leavemsg application



Testing the application

Once you have reviewed the application, you are ready to load and test it. If your application is not in the default directory `/u/ivr/apps`, you must place it here by copying or moving it because this is the only directory from which Meridian IVR can load applications.

Note: Leave a copy of the application in your development directory so that you can use it as the basis for building the next version of the application.

If you have developed your application in a separate directory, you must copy it to the `apps` directory to run it.

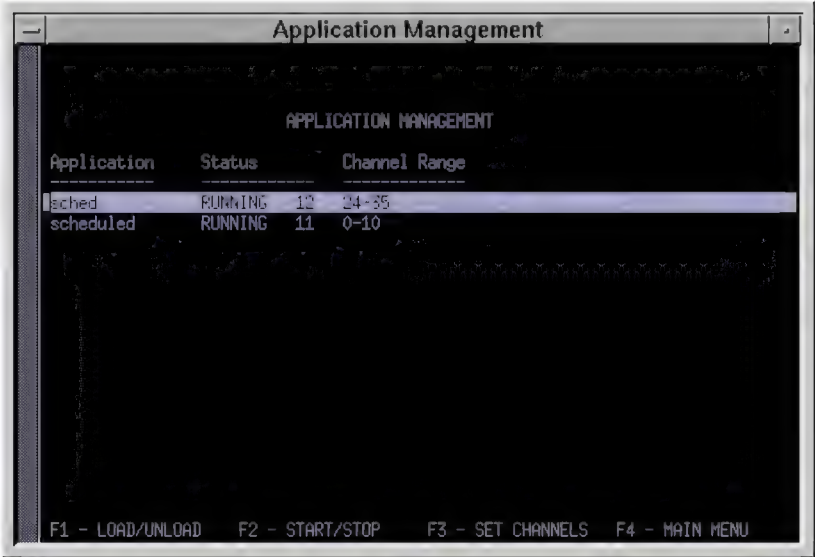
Procedure 4-13 Copying the application

- 1 Click on File with the left mouse button.
The File pull-down menu appears.
- 2 Click on "Save As" with the left mouse button.
- 3 To change directories, select the appropriate directory path in the Directories field and click on Filter with the left mouse button. You may have to go through a few directory levels to get to `/u/ivr/apps`.
- 4 Once you get to `/u/ivr/apps`, you may have to select the correct filename from the Files list if more than one filename is listed, or you can type the name of your file in the Selection box.
- 5 Click on OK with the left mouse button.
The file is now in the directory that allows you to run the application.

Procedure 4-14 Loading the application

- 1 From the Meridian IVR Application Management Menu, press <F3> for "Application", or move the cursor to "Application Management" and press <Enter>.
The Application Management screen appears as shown in Figure 4-10.

Figure 4-10
Application management screen



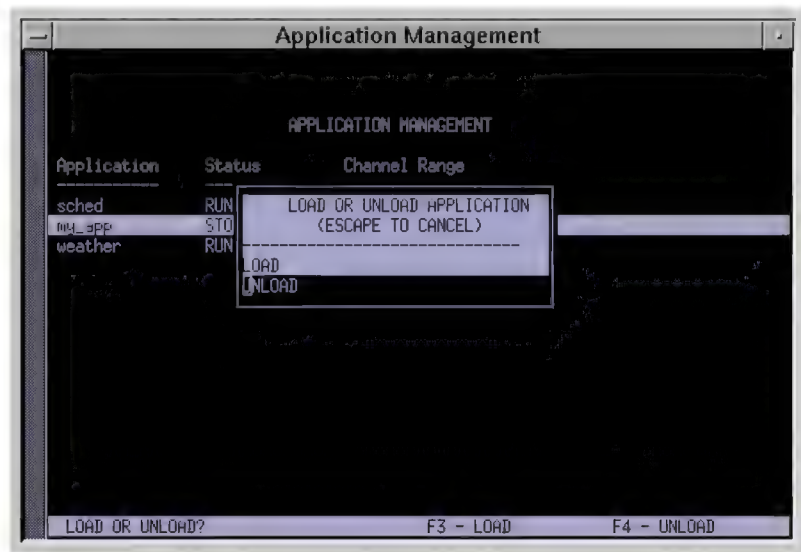
Application	Status	Channel	Range
cheduled	RUNNING	12	24-35
scheduled	RUNNING	11	0-10

F1 - LOAD/UNLOAD F2 - START/STOP F3 - SET CHANNELS F4 - MAIN MENU

- 2 Press <F1> for "Load/Unload."

The pop-up menu appears as shown in Figure 4-11.

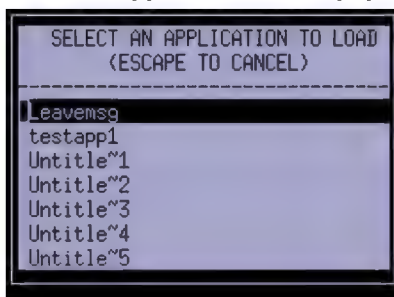
Figure 4-11
Load or unload an application pop-up menu



- 3 Press <F3>, or move the cursor to "Load" and press <Enter>.

The system displays the pop-up menu that displays a list of all applications in the apps subdirectory (see Figure 4-12).

Figure 4-12
Select an application to load pop-up menu



- 4 Move the cursor so that it highlights the name of the application which you want to load (for example, Leavemsg), then press <Enter>.

The Application Management screen reappears as shown in Figure 4-13.

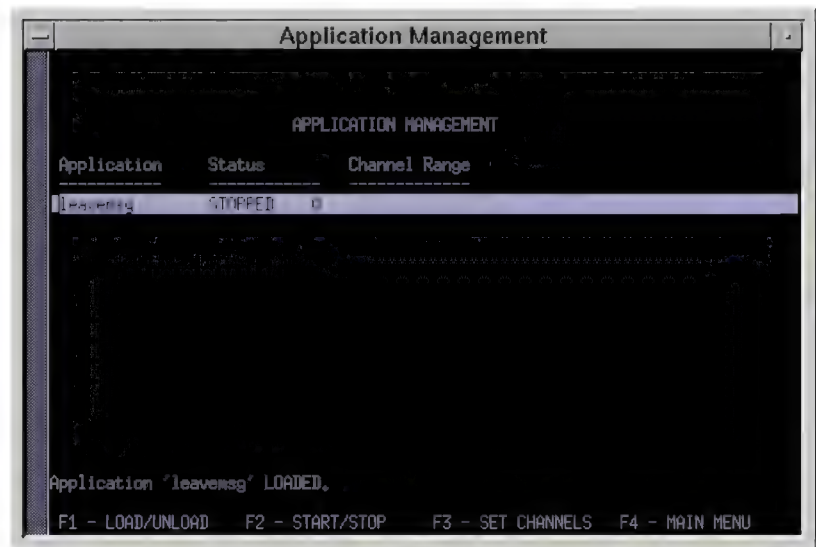
The name of the application appears in the “Applications” column to show that the application has been loaded.

The word STOPPED appears in the “Status” column to signify that the application is stopped.

After the word STOPPED, the number 0 appears indicating that the application has not been loaded on any channels.

If you select your Leavemsg application, you will see the Application Management screen as shown in Figure 4-13.

Figure 4-13
Loaded application



The following message appears:

Application “Leavemsg” LOADED.

Procedure 4-15 **Assigning channels**

- 1** Press <F3> for “Set Channels.”

You see the following prompt:

Enter The Channel Range:

- 2** Type a channel number or a range of channel numbers and press <Enter>.

To type a range, type the starting number, a hyphen, and the ending number. Use commas to separate ranges. For example, to assign the application to channels 10, 11, 12, 13, 17, 18, and 19, type the following without spaces:

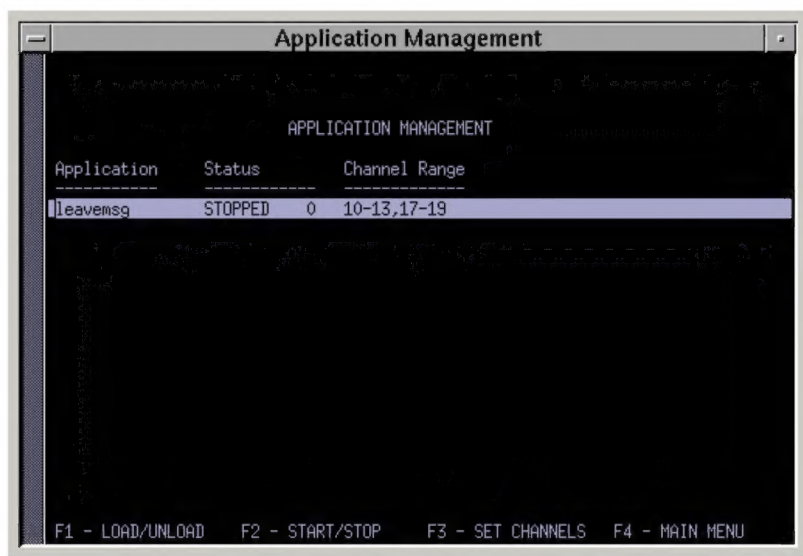
10-13,17-19

The range you choose appears in the "Channel Range" column of the Application Management screen as shown in Figure 4-14.

If you choose a channel where another application has already been loaded, you will see an error message instead.

Notice that the Status column still displays "STOPPED" indicating that the application is not running on any channels yet.

Figure 4-14
Application assigned to channels



Starting an application

Once you have assigned the channels, you can start your application.

Procedure 4-16

Starting an application

- 1 If necessary, use the arrow keys to move the cursor until you highlight the name of the application that you want to start.
- 2 Press <F2> for “Start/Stop.”

You then see the start or stop application pop-up menu, as shown in Figure 4-15.

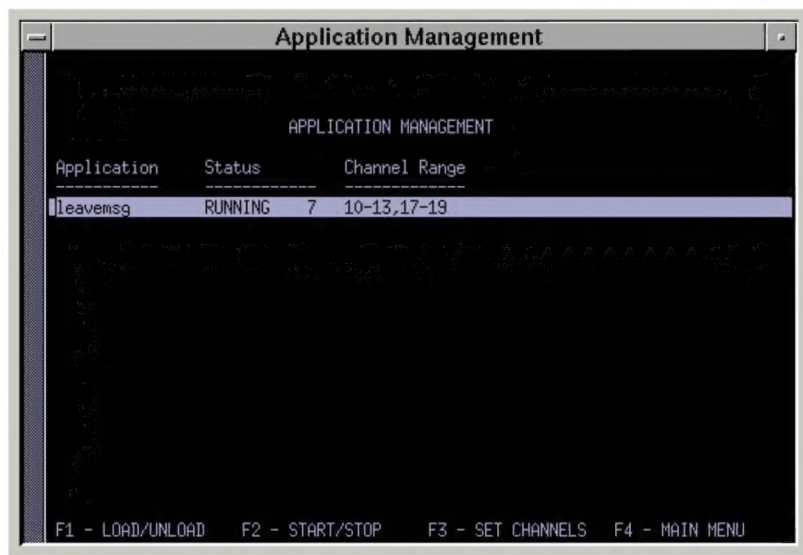
Figure 4-15

Start or stop application pop-up menu



The Status column of the application's status changes from STOPPED to RUNNING (see Figure 4-16), and also shows the number of channels on which the application is running.

Figure 4-16
An application running on seven channels



The screenshot shows a terminal window titled "Application Management". Inside, there is a header "APPLICATION MANAGEMENT" followed by a table. The table has three columns: "Application", "Status", and "Channel Range". One row is visible, showing "leavemsg" as the application, "RUNNING" as the status, and "7 10-13,17-19" as the channel range. Below the table, there are four function key prompts: "F1 - LOAD/UNLOAD", "F2 - START/STOP", "F3 - SET CHANNELS", and "F4 - MAIN MENU".

Application	Status	Channel Range
leavemsg	RUNNING	7 10-13,17-19

F1 - LOAD/UNLOAD F2 - START/STOP F3 - SET CHANNELS F4 - MAIN MENU

Once you have tested your application and sent a message to the designated mailbox, you can call into Meridian Mail, log into the system with the appropriate mailbox ID and password, and listen to the new messages.

Executing the application

Place a call to a destination DN forwarded to the application ACD-DN. The caller should hear "At the tone, leave a message..." When a message has been recorded and sent to the destination mailbox, and the application ends, log in to the destination DN's Meridian Mailbox with the appropriate mailbox ID and password. The new message should have been deposited and can be played back.

Configuring a mailbox

Before you can test your newly created sample application, you must configure the switch and set up a mailbox for each DN. Consult your Meridian Mail guides on how to configure the switch and set up a mailbox.

Note: A Meridian Mail mailbox must exist for each destination to be dialed.

Configuring Destination DNs

You must forward all possible destinations to the ACD DN on which you run the application. Consult your Meridian 1 guides on how to configure the Destination DN.

Editing the application

After you have tested an application, you can make changes. When you modify an application that has already been installed, remember to edit the copy that is in your development directory, *not* the running copy in the *apps* directory. You can edit an application in the same way that you create a new application. When you are editing, you can create new cells. You can also modify any existing cell by changing its name, type, parameters, tables, and next cells.